

General Administration – Clerk’s Administration

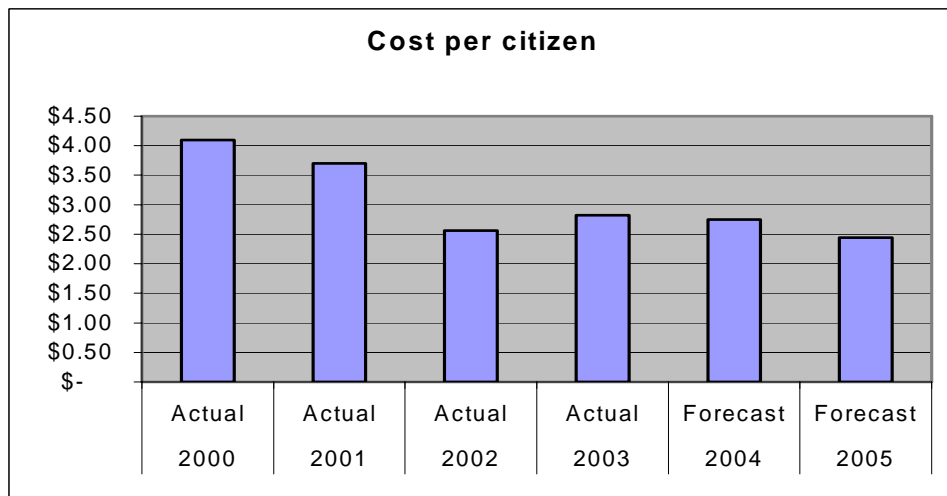
Goals:

The mission of the Administration office is to provide the services required by the Florida Constitution, which includes: Clerk of the Circuit Court, Clerk of the County Court, County Comptroller/Treasurer, County Auditor, County Recorder, and Secretary/Ex-Officio Clerk of the County Commissioners.

Key Objectives:

- Provides for the general management of the Clerk’s departments.
- Provides executive secretarial support and special project support.
- Maintains and updates Clerk’s office policies and procedures.
- Ensure all procurements of goods and services are acquired in an efficient and effective manner.
- Ensures that the Human Resources function is operated in compliance with state and federal laws and regulations.

Performance Measures:



Efficiency:

Continue to provide the general management of the Clerk’s Office in a manner pursuant to Florida Statutes and implemented policies and procedures.

General Administration – Clerk’s Administration

<u>Appropriation Unit</u>	<u>FY 2003</u> <i>Actual</i>	<u>FY 2004</u> <i>Budget</i>	<u>FY 2004</u> <i>Amended</i>	<u>FY 2004</u> <i>Forecast</i>	<u>FY 2005</u> <i>Current</i>	<u>Expanded</u> <i>Service</i>	<u>FY 2005</u> <i>Total</i>	<u>Increase/</u> <i>(Decrease)</i>	<u>Percent</u> <i>Change</i>
Personal Services	479,437	521,200	526,484	525,411	561,600	-	561,600	35,116	6.67%
Operating Expenses	336,023	194,200	349,806	307,874	206,100	-	206,100	(143,706)	-41.08%
Capital Expenses	2,354	17,000	3,763	1,810	8,500	-	8,500	4,737	125.88%
Total Appropriations	817,814	732,400	880,053	835,095	776,200	-	776,200	(103,853)	-11.80%
Permanent Positions	5.00	5.00	5.00	5.00	5.00	-	5.00	-	0.00%

Budget Highlights:

Forecast FY 2004:

The forecast expenditures for the fiscal-year 2004 cycle are expected to be approximately \$44,958, or 5.11 percent less than the amended budget. The forecast for operating expenses is expected to be approximately \$41,932 less than the amended budget while personnel services and capital outlay will be \$1,073 and \$1,953, respectively when compared to the amended budget.

Current FY 2005:

The fiscal-year 2005 budget in total reflects a decrease of \$103,853, or 10.2 percent when compared to the FY 2004 amended budget. The majority of the decrease is reflected in operating expenses and reflects certain one-time expenses in relocating the office during the FY 2004 cycle.

Capital expenses include four personal computers which are included in the Clerk’s computer replacement program.

Expanded FY 2005:

There are no expanded positions recommended for fiscal-year 2005.

Major Accomplishments Fiscal-Year 2004

- Served and chaired several committees with the Florida Association of Court Clerks and Comptrollers dealing with the Article V revision to the State of Florida Constitution.
- Provided the Board of County Commissioners in excess of \$1.8 million in unused revenues during Fiscal-Year 2003.
- Successfully implemented an indirect costing plan for budgetary purposes.

Major Goals Fiscal-Year 2005:

- Continue working closely with the FACC in evaluating the impacts as a result of the revision to the State Constitution.
- Continue developing and implementing an office wide strategic plan in the areas of human resources, financial resources, physical resources, technical resources, and customer relations.
- Effectively manage the operations of the Clerk’s Office to ensure compliance with local, state, and federal laws and regulations.

General Administration - Clerk's Bookkeeping

Goals:

The mission of Clerk's Bookkeeping is to provide financial services to the Clerk's Office to ensure that each department effectively and efficiently accomplish their stated goals.

Key Objectives:

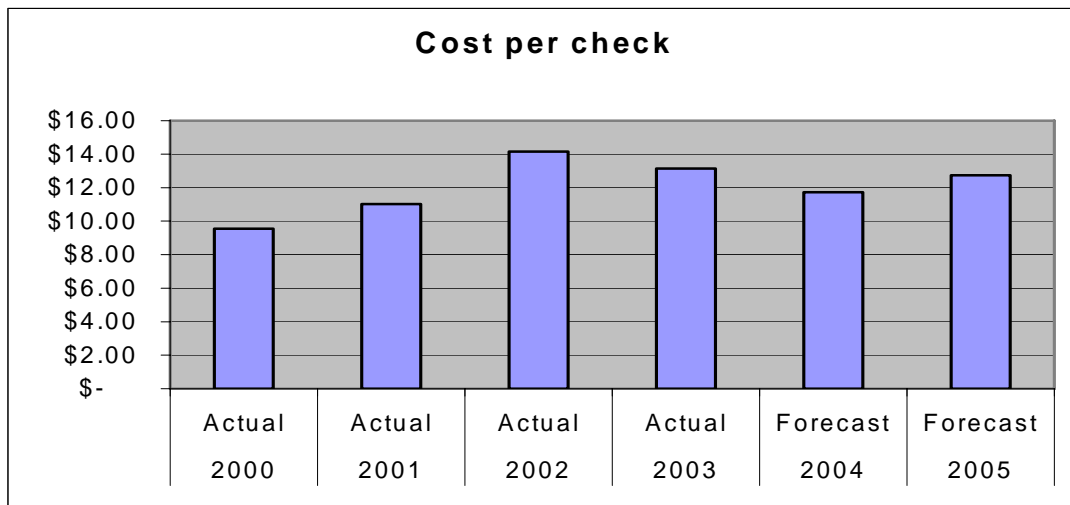
- Provide the Clerk of the Circuit Court with reasonable assurance that assets are safeguarded against loss from unauthorized use or disposition, and that all transactions are properly recorded to permit the preparation of financial statements in accordance with generally accepted accounting principles and audited annually.
- Provide cash management services including the investment of excess operating funds in accordance with adopted policy.

Performance Measures

Workload/Demand:

	2000 <u>Actual</u>	2001 <u>Actual</u>	2002 <u>Actual</u>	2003 <u>Actual</u>	2004 <u>Forecast</u>	2005 <u>Forecast</u>
Number of checks issued	27,123	26,803	25,808	26,200	26,500	27,800

Efficiency:



General Administration - Clerk's Bookkeeping

<u>Appropriation Unit</u>	<i>FY 2003</i> <i>Actual</i>	<i>FY 2004</i> <i>Budget</i>	<i>FY 2004</i> <i>Amended</i>	<i>FY 2004</i> <i>Forecast</i>	<i>FY 2005</i> <i>Current</i>	<i>Expanded</i> <i>Service</i>	<i>FY 2005</i> <i>Total</i>	<i>Increase/</i> <i>(Decrease)</i>	<i>Percent</i> <i>Change</i>
Personal Services	316,388	321,700	290,498	281,250	326,500	-	326,500	36,002	12.39%
Operating Expenses	27,871	22,600	26,799	26,778	24,100	-	24,100	(2,699)	-10.07%
Capital Expenses	-	5,500	4,593	2,592	3,600	-	3,600	(993)	-21.62%
Total Appropriations	344,259	349,800	321,890	310,620	354,200	-	354,200	32,310	10.04%
Permanent Positions	6.00	6.00	6.00	6.00	6.00	-	6.00	-	0.00%

Budget Highlights:

Forecast FY 2004:

Total expenditures for the fiscal-year 2004 cycle are expected to be approximately \$11,270, or 3.5 percent less than the amended budget. This reflects the departments conservative approach to management and its keen awareness of its position within the Clerk's Agency.

Current FY 2005:

The fiscal-year 2004 budget represents an increase of approximately \$32,310, or 10.04 percent when compared to the amended fiscal-year 2004 budget. The largest dollar increase is in personal services which was increased by approximately \$36,000. This is due to increase in both health care and pension cost.

Capital expenditures include two personal computers which are included in the Clerk's computer replacement program.

Expanded FY 2005:

There are no expanded positions budgeted in fiscal-year 2005.

Major Accomplishments Fiscal-Year 2004:

- Successfully implemented SAP payroll module which will streamline the payroll process resulting in outer year operation savings.
- Transitioned certain cashier positions to the Satellite Department.
- Initiated the implementation of a Windows-based financial management system.

Major Goals Fiscal-Year 2005:

- Implement cross-training for all positions.
- Continue the implementation of the financial management system.
- Evaluate all processes to ensure internal controls are adequate for the protection of Clerk's assets.
- Evaluate Court Registry procedures in anticipation of increased activity.

General Administration - Internal Audit

Goals:

The mission of Clerk's Internal Audit is to provide an independent, objective assurance and consulting activity designed to add value and improve the organization's operations. To assist the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Key Objectives:

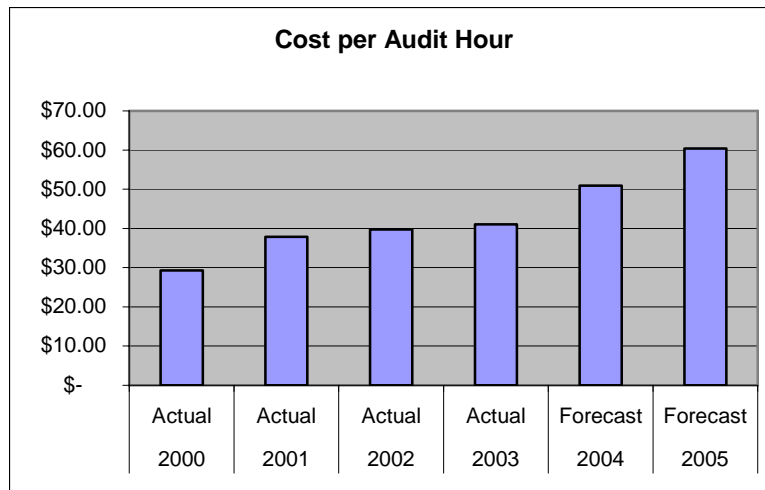
- Provide auditing services to the County in an efficient and effective manner and operate as a management tool to continue to improve government services. This service includes reviews of the reliability and integrity of information, compliance with policies and regulations, the safeguarding of assets, the economical and efficient use of resources, and established goals and objectives.
- Provide guardianship audits required by Florida Statutes which consist of applying procedures to the annual accounting and inventory reports filed by Court appointed guardians. A nominal fee is received by the Clerk's Office for these audits.

Performance Measures

Workload/Demand:

	2000 <u>Actual</u>	2001 <u>Actual</u>	2002 <u>Actual</u>	2003 <u>Actual</u>	2004 <u>Forecast</u>	2005 <u>Forecast</u>
Number of audits	6	4	6	9	10	10
number of audit hours	5,565	5,800	7,056	7,756	6,917	6,500

Efficiency:



General Administration - Internal Audit

<u>Appropriation Unit</u>	<i>FY 2003</i> <i>Actual</i>	<i>FY 2004</i> <i>Budget</i>	<i>FY 2004</i> <i>Amended</i>	<i>FY 2004</i> <i>Forecast</i>	<i>FY 2005</i> <i>Current</i>	<i>Expanded</i> <i>Service</i>	<i>FY 2005</i> <i>Total</i>	<i>Increase/</i> <i>(Decrease)</i>	<i>Percent</i> <i>Change</i>
Personal Services	301,861	344,900	337,976	323,634	366,200	-	366,200	28,224	8.35%
Operating Expenses	16,410	20,000	19,549	18,773	20,400	-	20,400	851	4.35%
Capital Expenses	-	16,200	12,718	9,831	5,900	-	5,900	(6,818)	-53.61%
Total Appropriations	318,271	381,100	370,243	352,238	392,500	-	392,500	22,257	6.01%
Permanent Positions	5.00	5.00	5.00	5.00	5.00	-	5.00	-	0.00%

Budget Highlights:

Forecast FY 2004:

The forecast expenditures for fiscal-year 2004 are anticipated to be approximately \$18,000, or 4.86 percent less than the amended budget. This is primarily due to the department not being fully staffed throughout the year and a conservative approach to managing the budget.

Current FY 2005:

The fiscal-year 2005 budget reflects an increase of approximately \$22,257, or 6.01 percent, when compared to the previous fiscal cycle. This is primarily due to increase in both health care and pension.

Capital expenditure include two computers which are included in the Clerk's computer replacement program.

Expanded FY 2005:

There are no expanded positions included in this years budget.

Major Accomplishments Fiscal-Year 2004:

- Promoted Internal Audit as a professional management resource and protected the interest of the taxpayers by acting as the independent appraisal function.
- Performed ten internal audits resulting in significant savings to the taxpayers.

Major Goals Fiscal-Year 2005:

- Evaluate automated internal audit software that will aid in performing audits and allow for continuous monitoring of critical applications.
- Evaluate internal control structure in the new financial management application.
- Evaluate opportunities to reduce the turnaround times for audits and increase audit coverage.

General Administration – Records Management

Goals:

To provide a systematic approach to controlling all phases of records life, to reduce paperwork proliferation, to provide efficient access to needed information, to dispose of obsolete records, to provide documentation of compliance with laws, ordinances and other regulations and to maintain historical records.

Key Objectives:

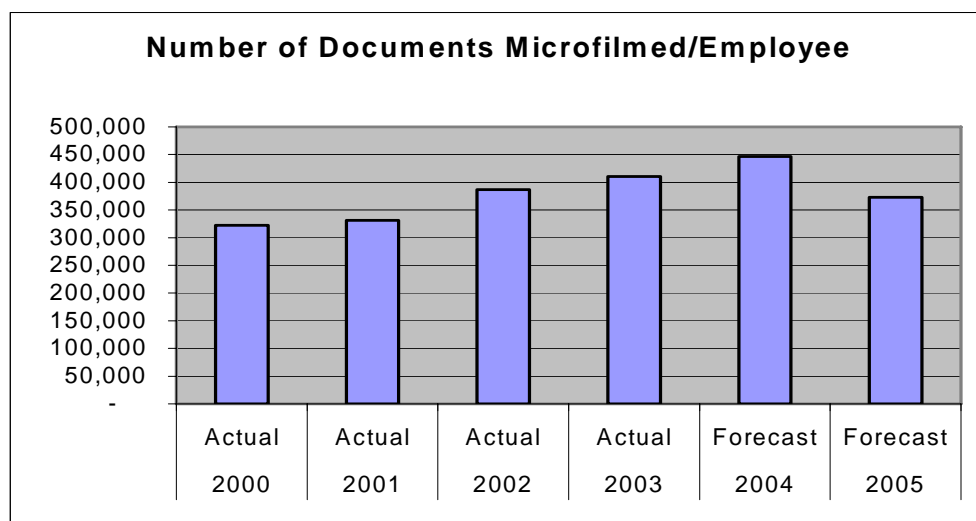
- To sustain a highly efficient storage/retrieval and microfilm processing division for the historical public records and court data submitted to the Office of the Clerk of the Circuit Court.
- To meet the demands of the various agencies related to archival documents in an efficient and effective manner.
- To ensure the historical records are maintained in a proper climatic environment.

Performance Measures:

Workload/Demand:

	2000 <u>Actual</u>	2001 <u>Actual</u>	2002 <u>Actual</u>	2003 <u>Actual</u>	2004 <u>Forecast</u>	2005 <u>Forecast</u>
Number of boxes stored	1,875	2,030	2,225	2,225	2,225	2,225
Documents microfilmed	1,950,000	2,005,000	2,340,000	2,689,000	3,593,711	3,000,000
Number of records requested	18,400	19,200	20,850	25,600	28,000	30,000

Efficiency:



General Administration – Records Management

<i>Appropriation Unit</i>	<i>FY2003 Actual</i>	<i>FY2004 Budget</i>	<i>FY2004 Amended</i>	<i>FY2004 Forecast</i>	<i>FY2005 Current</i>	<i>Expanded Service</i>	<i>FY2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	303,230	408,300	396,648	386,964	445,700	-	445,700	49,052	12.37%
Operating Expenses	71,455	73,800	78,734	71,673	68,200	-	68,200	(10,534)	-13.38%
Capital Expenses	-	16,000	5,800	-	21,000	-	21,000	15,200	262.07%
Total Appropriations	374,685	498,100	481,182	458,637	534,900	-	534,900	53,718	11.16%
Permanent Positions	6.55	8.05	8.05	8.05	8.05	-	8.05	-	0.00%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current spending patterns, total expenditures are forecast to be approximately \$22,545, or 4.69 percent below the FY 2004 amended budget. This represents the conservative approach employed by this department in controlling expenditures.

Current FY 2005:

The cost for current services increased by \$53,718 or 11.16 percent when compared to amended FY 2004 budget. Personal services represents an increase of approximately \$49,052 and is due to the increases in both health care and pension costs. Operating expenses represents a decrease of \$10,534, while capital expenses increased \$15,200. Capital acquisitions include updating the current microfilm environment and three computers which are including in the Clerks computer replacement program.

Expanded FY 2005:

There are no expanded positions included in the Fiscal Year 2005 budget.

Major Accomplishments Fiscal-Year 2004:

Streamlined the internal mail process for the Clerk’s Agency resulted in a more efficient movement of items throughout the entire Clerk’s Agency.

Major Goals Fiscal-Year 2005:

- Adapt to the process of making microfilm from images as opposed to paper documents.
- Convert microfilm to images in the back-file conversion stage.

Clerk to the Board - Finance and Accounting

Goals:

To pre-audit all accounting and finance related transactions of the Board of County Commissioners to assure compliance with laws, ordinances, resolutions, and adopted policies; to account for all Board transactions in conformity with generally accepted accounting principles; to safeguard all County funds; to advise the Board of County Commissioners on finance and accounting matters.

Key Objectives:

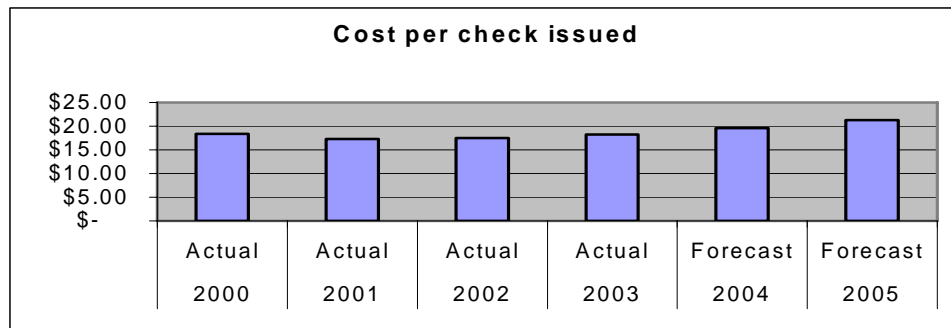
- Maintain books and accounts for the Board of County Commissioners in accordance with generally accepted accounting principles and in compliance with statutory requirements.
- Ensure that the financial statements of the Board and Clerk are audited annually in accordance with generally accepted auditing standards.
- That the proper reports and financial statements are filed with the Office of the Auditor General and Federal and State agencies.
- Provide cash management services including the investment of excess operating funds in accordance with the County’s Investment Policy.
- Monitor debt service requirements and compliance with bond covenants.

Performance Measures:

Workload/Demand:

	2000	2001	2002	2003	2004	2005
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Forecast</u>	<u>Forecast</u>
Number of vendor checks issued	32,061	45,669	47,109	50,156	53,145	55,800
Number of payroll checks issued	<u>37,503</u>	<u>39,903</u>	<u>45,907</u>	<u>50,425</u>	<u>52,100</u>	<u>54,700</u>
Total checks issued	69,564	85,572	93,016	100,581	105,245	110,500

Efficiency:



Clerk to the Board - Finance and Accounting

<u>Appropriation Unit</u>	<i>FY 2003 Actual</i>	<i>FY 2004 Adopted</i>	<i>FY 2004 Amended</i>	<i>FY 2004 Forecast</i>	<i>FY 2005 Current</i>	<i>Expanded Service</i>	<i>FY 2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	1,710,695	2,023,800	1,912,674	1,877,378	2,059,700	115,700	2,175,400	262,726	13.74%
Operating Expenses	121,234	130,200	201,781	177,792	157,000	-	157,000	(44,781)	-22.19%
Capital Expenses	1,907	33,700	10,215	7,359	16,700	-	16,700	6,485	63.49%
Total Appropriations	1,833,836	2,187,700	2,124,670	2,062,529	2,233,400	115,700	2,349,100	224,430	10.56%
Permanent Positions	34.00	35.00	35.00	34.00	34.00	1.00	35.00	-	0.00%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

The forecast expenditures for fiscal-year 2003 are anticipated to be approximately \$62,141, or 2.92 percent less than the FY 2004 amended budgeted. This is primarily due to the department not being at full staff for the entire cycle. In addition, the department was extremely conscious of its spending habits throughout the cycle.

Current FY 2005:

The fiscal-year 2005 budget reflects an increase of \$108,730, or 5.12 percent, when compared to the prior fiscal cycle. The majority of the increase is included in personal services which reflects an increase of \$147,026, or 7.69 percent. The increase is due to planned cost of living increases as well as increases in both health care and pension costs.

Expanded FY 2005:

The fiscal-year 2005 budget includes one expanded position, System Analyst, at a budgeted cost of \$115,700. This is a high-level position and is necessary to fine tune the recently implemented SAP financial software package.

Major Accomplishments Fiscal-Year 2004:

- Received the Government Finance Officers Association “Certificate of Achievement for Excellence in Financial Reporting” for the 2001 Comprehensive Annual Financial Report.
- Successfully implemented a new fully integrated financial management system.
- Improved the tracking and recordation of County owned assets.

Major Goals Fiscal-Year 2005:

- Submit the Collier County Clerk of the Circuit Court’s Budget to GFOA for the “Distinguished Budget Presentation Award” for FY ending 2004, and the Comprehensive Annual Financial Report for the “Certificate of Excellence in Financial Reporting” for FY 2003.
- Prepare financial statements for FY 2004 that are in compliance with GASB 34 reporting requirements and develop beginning balances for 2005.
- Assist the State Attorney’s Office in the detection of white collar crime in Collier County.

Clerk to the Board - Board Minutes and Records

Goals:

The goal of Board Minutes and Records is to provide/produce accurate, concise minutes of the Board of County Commissioners' meetings and related committees, for the benefit of the general public and/or staff, so they can be informed about the County's current policies and procedures.

Key Objectives:

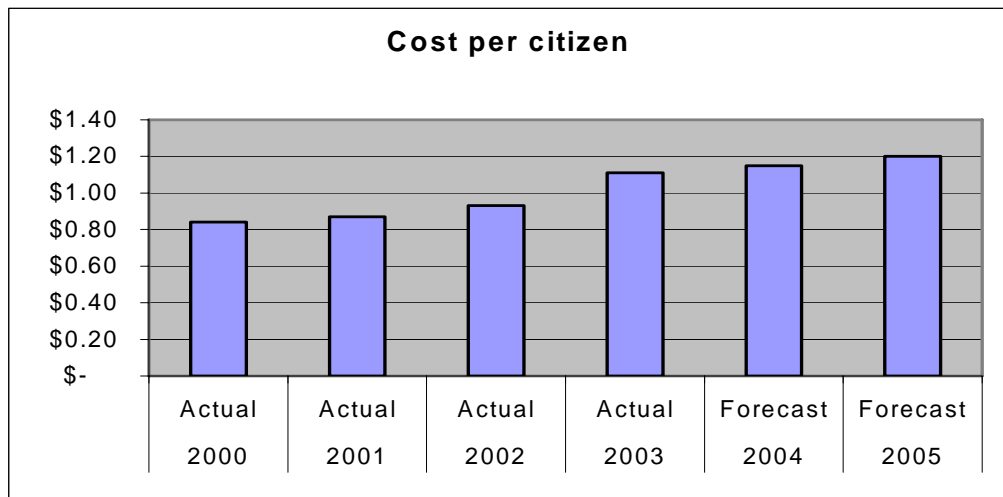
- Prepare and index official minutes of the Board of County Commissioners.
- Process ordinances and resolutions resulting from those meetings.
- Maintain all County contracts. Store these documents and make them available for public inspection when requested.
- Maintain the Registered Lobbyist list.

Performance Measures:

Workload/Demand:

	2000 <u>Actual</u>	2001 <u>Actual</u>	2002 <u>Actual</u>	2003 <u>Actual</u>	2004 <u>Forecast</u>	2005 <u>Forecast</u>
Number of Board Meetings	37	64	72	75	78	82
Number of pages	4,672	9,006	9,412	9,600	9,984	10493

Efficiency:



Clerk to the Board - Board Minutes and Records

<u>Appropriation Unit</u>	<i>FY 2003</i> Actual	<i>FY 2004</i> Budget	<i>FY 2004</i> Amended	<i>FY 2004</i> Forecast	<i>FY 2005</i> Current	<i>Expanded</i> Service	<i>FY 2005</i> Total	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	178,478	208,700	218,018	200,529	211,600	-	211,600	(6,418)	-2.94%
Operating Expenses	141,836	123,600	154,188	147,027	167,600	-	167,600	13,412	8.70%
Capital Expenses	-	2,500	900	-	2,500	-	2,500	1,600	177.78%
Total Appropriations	320,314	334,800	373,106	347,556	381,700	-	381,700	8,594	2.30%
Permanent Positions	4.00	4.00	4.00	4.00	4.00	-	4.00	-	0.00%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Forecast expenditures for fiscal-year 2004 are anticipated to be approximately \$25,550, or 6.85 percent less than the prior year amended budget. This difference is attributable to the department not being fully staffed throughout the cycle and the cost for court reporting services being less than anticipated.

Current FY 2005:

The fiscal-year 2004 budget reflects an increase of approximately \$8,594, or 2.3 percent, when compared to the prior year amended budget. The increase is directly attributable to the court reporting contract expiring and the increases expected with the new contract.

Expanded FY 2005:

There are no expanded positions programmed requested in this years budget.

Major Accomplishments Fiscal-Year 2004:

- Prepared and finalized the procedures manual for the Minutes and Records function.
- Continued the process of optically capturing prior year documents and making them available on the Clerk's web site, www.clerk.collier.fl.us

Major Goals Fiscal-Year 2005:

- Continue to capture Official Minutes of Board meetings into the computer for the Clerk's website.
- Learn new/latest technology for recording and transcribing BCC minutes.
- Evaluate the current Certified Court Reporting Contract to determine it is the most advantageous to the citizens of Collier County.

Clerk of the Circuit Court – Circuit Operations

Goals:

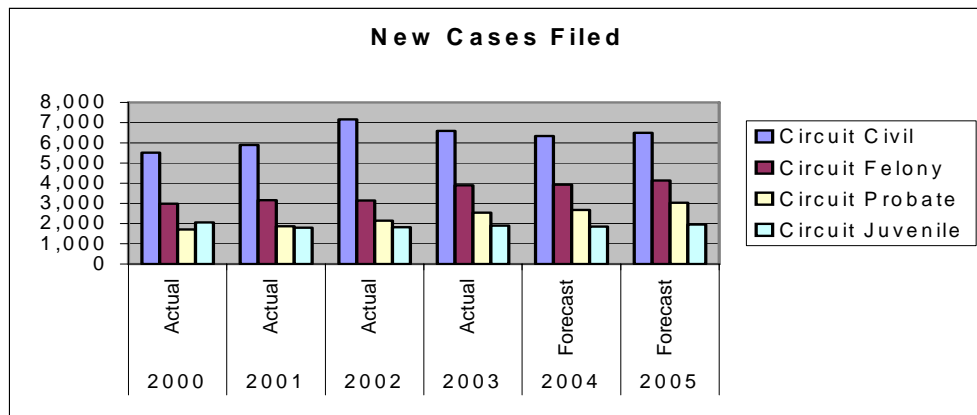
To perform the constitutional and statutory duties of the Circuit Courts in maintaining Court Records and in providing responsible service to the judiciary, the legal community and the public.

Key Objectives:

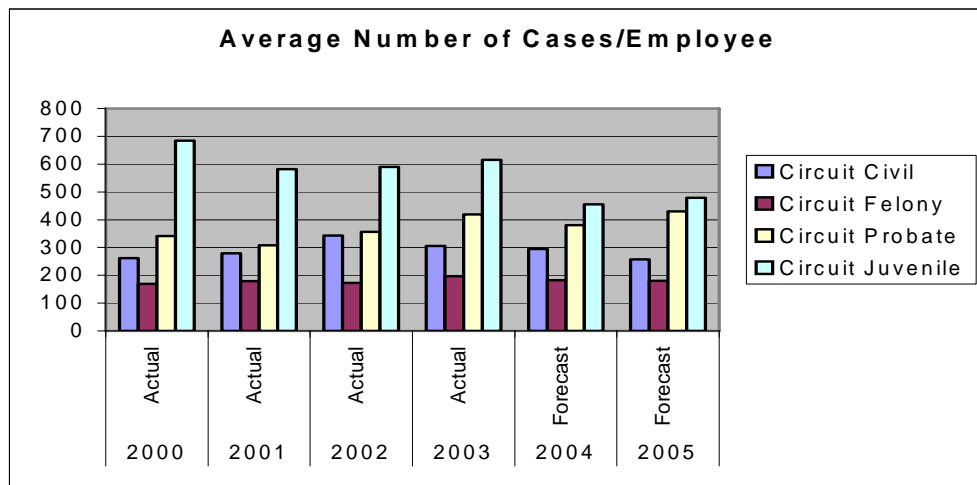
- Process all felony, probate, juvenile, guardianship, and circuit civil cases.
- Prepare court calendars, attend court hearings and trials, record and maintain court evidence.
- Process circuit court level appeals and prepare for the District Court.

Performance Measures:

Workload/Demand:



Efficiency:



Clerk of the Circuit Court – Circuit Operations

<u>Appropriation Unit</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Budget</u>	<u>FY 2004 Amended</u>	<u>FY 2004 Forecast</u>	<u>FY 2005 Current</u>	<u>Expanded Service</u>	<u>FY 2005 Total</u>	<u>Increase/ (Decrease)</u>	<u>Percent Change</u>
Personal Services	2,064,178	2,618,300	2,578,876	2,542,535	2,681,900	207,300	2,889,200	310,324	12.03%
Operating Expenses	171,466	216,400	197,086	159,393	245,100	4,200	249,300	52,214	26.49%
Capital Expenses	155,717	27,800	34,977	27,877	61,700	8,700	70,400	35,423	101.28%
Total Appropriations	2,391,362	2,862,500	2,810,938	2,729,805	2,988,700	220,200	3,208,900	397,962	14.16%
Permanent Positions	49.67	56.06	56.06	56.06	56.06	5.09	61.15	5.09	9.08%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current year patterns, total expenditures are anticipated to be \$81,133, or 2.89 percent less than the prior cycle amended budget. The majority of the difference is within the Operating Expenses which are expected to be approximately \$37,693 less than the budget. Personal services and operating expenses are forecast to be \$36,341 and \$7,100, respectfully, less than planned. The variances represent aggressive purchasing habits and the department not being fully staffed during the cycle.

Current FY 2005:

The fiscal-year 2005 budget reflects an increase of \$177,762, or 6.32 percent, when compared to the prior year's amended budget. This increase is directly attributable to personal services and reflects a planned cost of living increase and the significant increase in both health care and pension costs.

Expanded FY 2005:

Expanded positions include 5.09 full-time equivalent Court Clerks at a cost of \$220,200. These positions are necessary to ensure that the mandated services are performed in an efficient and effective manner.

Major Accomplishments Fiscal-Year 2004:

- Incorporated four new positions to better provide timely processing of work and coverage of a full-time General Master.
- Increased effectiveness by improving office automation computer skills.

Major Goals Fiscal-Year 2005:

- To continue to function as a dedicated team to serve the public by maintaining accurate records, furnishing assistance in a professional manner and to provide services with competence and courtesy in compliance with Statutes, Rules, and Administrative Orders.
- Incorporate the responsibilities of Domestic Violence into the organizational chart at no additional costs to the users.
- Implement a fully integrated court information system.

Clerk of the Circuit Court – Support, Alimony, Visitation, and Enforcement (SAVE)

Goals:

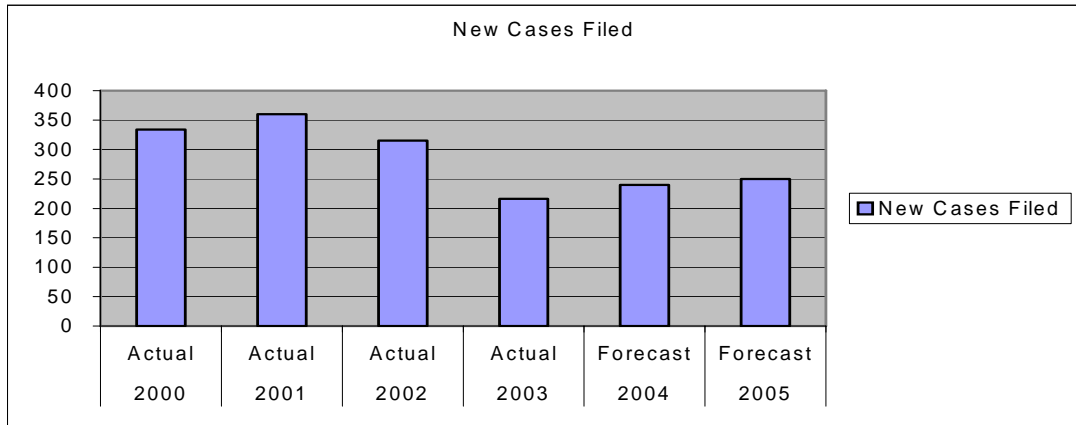
To provide the structure and the professional assistance necessary to automatically monitor support cases, enforce court orders, resolve visitation disputes, form equitable agreements on collateral issues, and support the citizens of Collier County as a “Friend of the Court.”

Key Objectives:

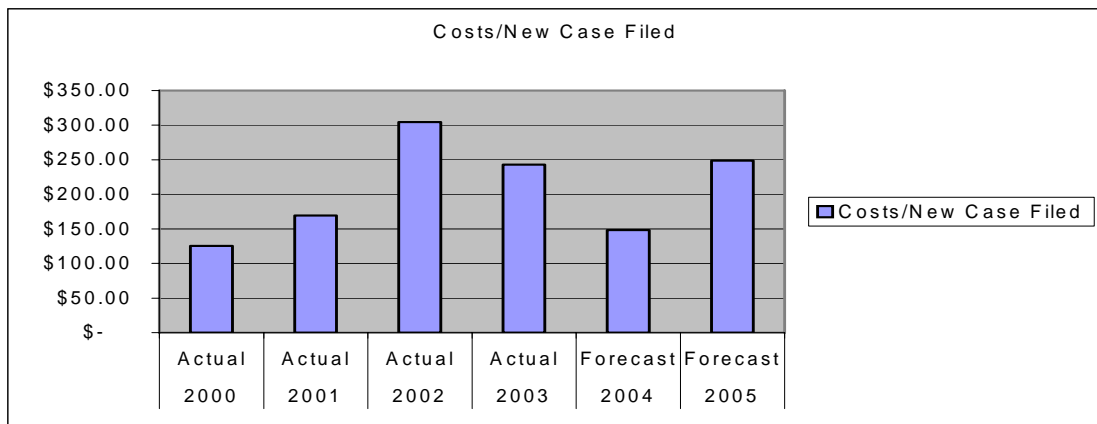
- Contact with enrolled clients thirty days before anniversary date in order to increase the possibility of re-enrollment.
- Attend the monthly meetings of the Family Law attorneys in order to make them aware of the services the program can offer their clients.

Performance Measures:

Workload/Demand:



Efficiency:



Clerk of the Circuit Court – Support, Alimony, Visitation, and Enforcement (SAVE)

<u>Appropriation Unit</u>	<i>FY 2003</i> Actual	<i>FY 2004</i> Budget	<i>FY 2004</i> Amended	<i>FY 2004</i> Forecast	<i>FY 2005</i> Current	<i>Expanded</i> Service	<i>FY 2005</i> Total	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	47,485	59,300	40,302	33,531	58,600	-	58,600	18,298	45.40%
Operating Expenses	4,954	5,100	3,206	2,090	2,600	-	2,600	(606)	-18.90%
Capital Expenses	-	1,000	400	-	1,000	-	1,000	600	150.00%
Total Appropriations	52,439	65,400	43,908	35,621	62,200	-	62,200	18,292	41.66%
Permanent Positions	2.10	1.15	1.15	1.15	1.15	-	1.15	-	-

Budget Highlights:

Forecast FY 2004:

Total expenditures are anticipated to be \$8,647, or 19.63 percent less than the prior cycle amended budget. This variance is primarily limited to personnel services and recognizes a planned shift during the cycle.

Current FY 2005:

The fiscal-year 2005 budget reflects an increase of \$18,292, or 41.66 percent, when compared to the prior year's amended budget. This increase recognizes the true cost of the department and includes performance enhancements and the ever increasing costs of health care and pension contributions. Capital acquisitions targeted for this fiscal cycle includes miscellaneous computer equipment at a proposed cost of \$1,000.

Expanded FY 2005:

There are no expanded positions programmed requested in this years budget

Major Accomplishments Fiscal-Year 2004:

- Production of child support collection for enrolled cases at a rate of over eighty percent.
- Resolution of visitation issues in ninety percent of cases without the necessity of a court hearing.

Major Goals Fiscal-Year 2005:

- To continue to provide efficient and equitable resolutions for problems encountered in the issues of child support, visitation, and alimony for the 300 families enrolled in SAVE.
- To exceed by ten percent the actual number of cases enrolled during FY 2004.
- To do an analysis of the organizational structure for six months to determine the critical staff needs.

Clerk of the County Court – County Court Operations

Goals:

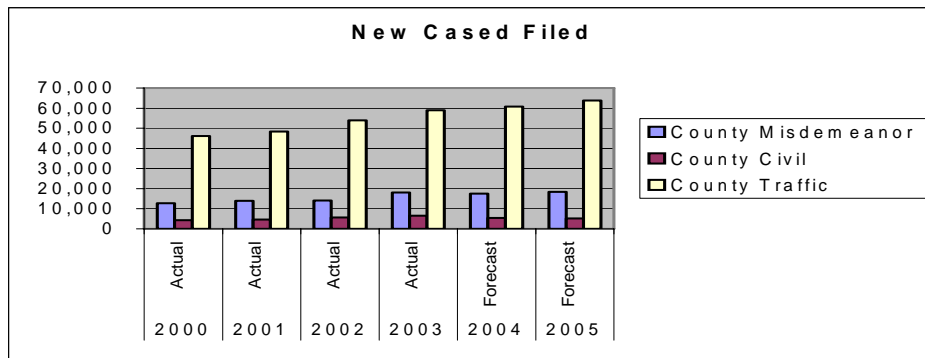
To perform the constitutional and statutory duties of the County Courts in maintaining Court Records and in providing responsible service to the judiciary, the legal community and the public.

Key Objectives:

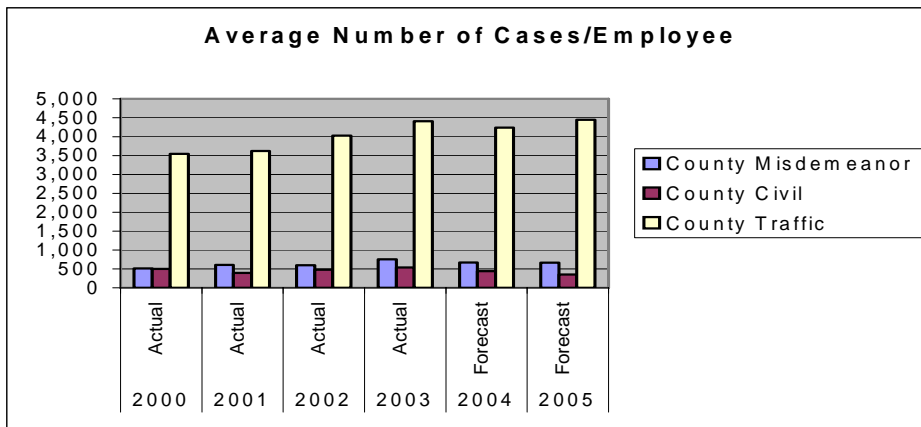
- Process traffic infractions, criminal actions (traffic and misdemeanors), and all civil actions with claims under \$15,000.
- Assist customers in filing small claims and landlord tenant actions, prepare court calendars, attend hearings and trials, and record and maintain court evidence.
- Process appeals to the Circuit Court level and assemble the jury pool for all local courts.
- Prepare statistical reports for reporting to the state.

Performance Measures:

Workload/Demand:



Efficiency:



Clerk of the County Court – County Court Operations

<i>Appropriation Unit</i>	<i>FY 2003 Actual</i>	<i>FY 2004 Budget</i>	<i>FY 2004 Amended</i>	<i>FY 2004 Forecast</i>	<i>FY 2005 Current</i>	<i>Expanded Service</i>	<i>FY 2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	2,036,562	2,392,500	2,394,745	2,358,124	2,455,800	155,000	2,610,800	216,055	9.02%
Operating Expenses	136,738	174,700	150,775	124,786	173,800	3,700	177,500	26,725	17.72%
Capital Expenses	106,856	30,200	33,310	24,210	37,300	7,300	44,600	11,290	33.89%
Total Appropriations	2,280,157	2,597,400	2,578,831	2,507,120	2,666,900	166,000	2,832,900	254,069	9.85%
Permanent Positions	50.35	52.60	52.60	52.60	52.60	3.91	56.51	3.91	7.43%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current year patterns, total expenditures are anticipated to be \$71,711, or 2.78 percent less than the amended budget. This variance represents aggressive purchasing habits and the fact the department was not fully staffed during the cycle.

Current FY 2005:

The cost for current services increased by \$88,069 or 3.42 percent when compared to the prior cycle amended budget. Personal Services represents an increase of \$61,055, while Operating and Capital expenses increased \$23,025, and \$3,990, respectively. Capital acquisitions planned for the cycle include an integrated copier/fax, a microfiche reader/printer, and three personal computers which are scheduled as part of the Clerk’s Office computer replacement program.

Expanded FY 2005:

Expanded positions include 3.91 full-time equivalent Court Clerks at a cost of \$166,000. These positions are necessary to ensure that the mandated services are performed in an efficient and effective manner.

Major Accomplishments Fiscal-Year 2004:

- Provided an employee to the Driver’s License Bureau, to provide a “one-stop” shop to the citizens of Collier County in dealing with license issues
- Completed the first session of employee cross training. This has helped reduce the amount of overtime that was being experienced.

Major Goals Fiscal-Year 2005:

- Comply with TCATS, the state mandated electronic transfer of traffic dispositions and driver license suspensions.
- Complete the criminal system computer upgrade. This will improve reporting to other agencies.
- Continue cross training.

Clerk of the County Court – County Satellite Offices

Goals:

To provide the citizens of Collier County an alternative to traveling to the Courthouse by having remote offices located throughout the County.

Key Objectives:

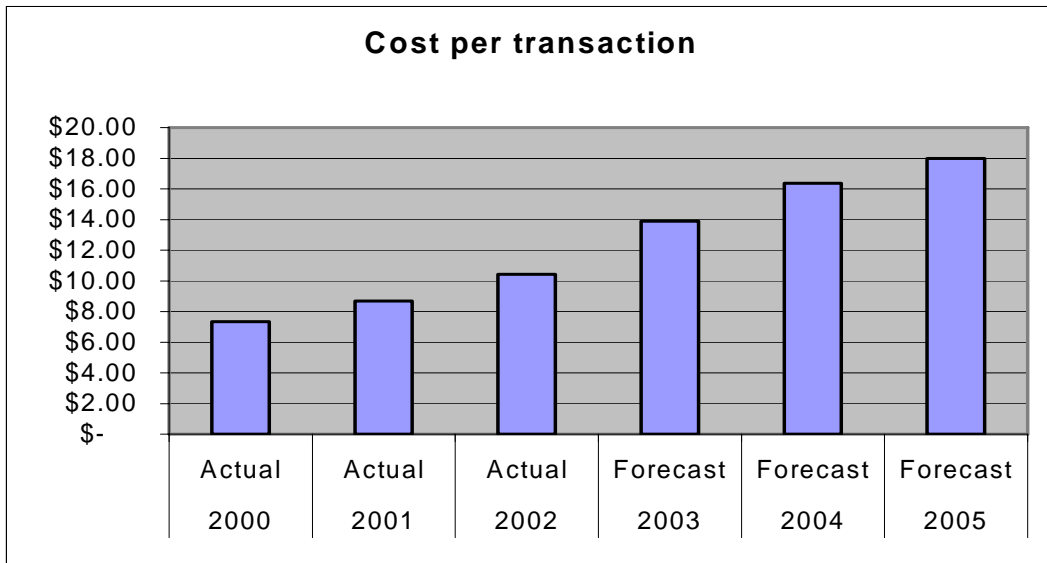
- Increase court revenues by providing services throughout the County.
- Ensure that revenues received are properly deposited to increase interest revenue.
- Provide satellite services in a courtesy, efficient and effective manner.

Performance Measures:

Workload/Demand

	2000	2001	2002	2003	2004	2005
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Forecast</u>	<u>Forecast</u>
Number of transactions	28,580	30,518	32,647	34,924	37,385	39,254

Efficiency:



Clerk of the County Court – County Satellite Offices

<u>Appropriation Unit</u>	<i>FY 2003</i> Actual	<i>FY 2004</i> Budget	<i>FY 2004</i> Amended	<i>FY 2004</i> Forecast	<i>FY 2005</i> Current	<i>Expanded</i> Service	<i>FY 2005</i> Total	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	453,498	616,000	574,555	578,000	630,400	35,800	666,200	91,645	15.95%
Operating Expenses	31,755	50,500	47,306	33,900	36,300	3,900	40,200	(7,106)	-15.02%
Capital Expenses	-	6,500	1,400	-	-	-	-	(1,400)	-100.00%
Total Appropriations	485,253	673,000	623,261	611,900	666,700	39,700	706,400	83,139	13.34%
Permanent Positions	13.75	13.75	13.75	13.75	13.75	1.00	14.75	1.00	7.27%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current year patterns, total expenditures are anticipated to be \$11,361 or 1.82 percent less than the amended budget. This is within an acceptable range and reflects the conservative management practices employed in this department.

Current FY 2005:

The cost for current services increased by \$43,439, or 6.97, percent when compared to the prior cycle amended budget. The increase is strictly limited to personal services which increased by \$86,900 when compared to FY 03. This increase is reflects planned cost of living increases and the increases in health care and pension costs.

Expanded FY 2005:

There is one expanded Satellite Clerk programmed in the FY 2005 budget due to the planned opening of an additional facility during the second quarter of 2005.

Major Accomplishments Fiscal-Year 2004:

- Received numerous comments on the courtesy and professional services offered at the Satellites.
- Successfully opened the fifth Satellite Office, which is located in downtown Naples.

Major Goals Fiscal-Year 2005:

- Continue to offer professional service in an efficient and effective manner.
- Coordinate the opening of one additional Satellite Office.

Clerk of the County Court – Misdemeanor Collections

Goals:

To provide a cost effective method for the collection of current and past due fines and fees imposed by the judicial system.

Key Objectives:

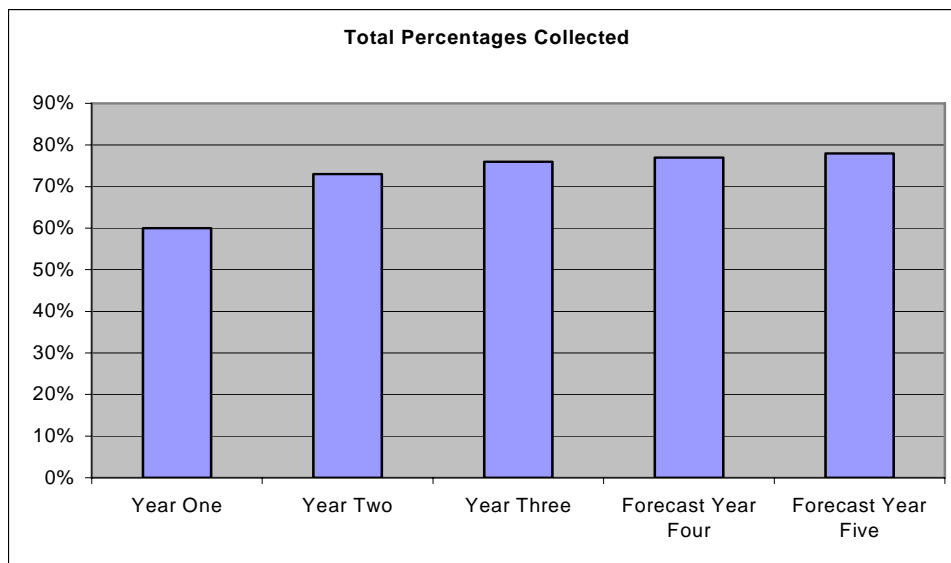
- Establishment of a payment program for every defendant ordered by the Court to pay fines or fees.
- Monitoring of contracts on a 28 day cycle.
- Immediate contact with parties when payments are missed.

Performance Measures:

Workload/Demand

	<u>FY 2001</u>	<u>FY 2002</u>	<u>Actual FY 2003</u>	<u>Forecast FY 2004</u>	<u>Forecast FY 2005</u>
Amounts Assessed	3,475,679	3,594,094	3,950,491	4,852,811	5,192,508
Actual Collected 2001	1,849,796				
Actual Collected 2002	625,592	1,785,097			
Actual Collected 2003	114,052	652,922	2,181,107		
Forecast Collected 2004	75,713	195,403	709,389	2,688,868	
Forecast Collected 2005	52,135	134,030	129,615	875,447	3,115,505
Forecast Total Collected	2,717,288	2,767,451	3,020,110	3,564,315	3,115,505

Efficiency:



Clerk of the County Court – Misdemeanor Collections

<i>Appropriation Unit</i>	<i>FY 2003 Actual</i>	<i>FY 2004 Budget</i>	<i>FY 2004 Amended</i>	<i>FY 2004 Forecast</i>	<i>FY 2005 Current</i>	<i>Expanded Service</i>	<i>FY 2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	256,312	300,700	290,371	284,300	298,600	-	298,600	8,229	2.83%
Operating Expenses	8,242	12,100	11,493	9,006	10,500	-	10,500	(993)	-8.64%
Capital Expenses	-	5,000	2,863	4,000	5,000	-	5,000	2,137	74.64%
Total Appropriations	264,554	317,800	304,727	297,306	314,100	-	314,100	9,373	3.08%
Permanent Positions	5.85	5.85	5.85	5.85	5.85	-	5.85	-	0.00%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on current spending patterns, total expenditures are anticipated to be \$7,421 less than budgeted. This department has been extremely conservative during the fiscal cycle creating this positive variance.

Current FY 2005:

The cost for current services increased by \$9,373, or 3.08 percent when compared to the prior cycles amended budget. This increase reflects programmed cost of living adjustments and the and the acquisition of 3 computers which are in the Clerk’s computer replacement program.

Expanded FY 2005:

There are no expanded positions programmed for this fiscal cycle

Major Accomplishments Fiscal-Year 2004:

- Creation and implementation of new enforcement program that enhances the effectiveness of users.
- Expansion of staff to cover 4,000 plus caseload.
- Collection of fines ordered in felony cases.
- Reduction in percentage of uncollected dollars.
- Production of new power point program for inquiries regarding the collections program by agencies beyond the Clerk’s Office.
- Enrollment of defendants with outstanding fines from cases that have been on probation.

Major Goals Fiscal-Year 2005:

- Collection of more than \$1,000,000 through the Collections Program.
- Reduction of the percentage amount of uncollected fines and fees by five percent.
- Completion of imaging project of ledger cards for fines assessed prior to 1987.

Recording

Goals:

To record in the official records all deeds, leases, mortgages and all other instruments that may be required or authorized by law to be recorded and to process passport applications and marriage licenses.

Key Objectives:

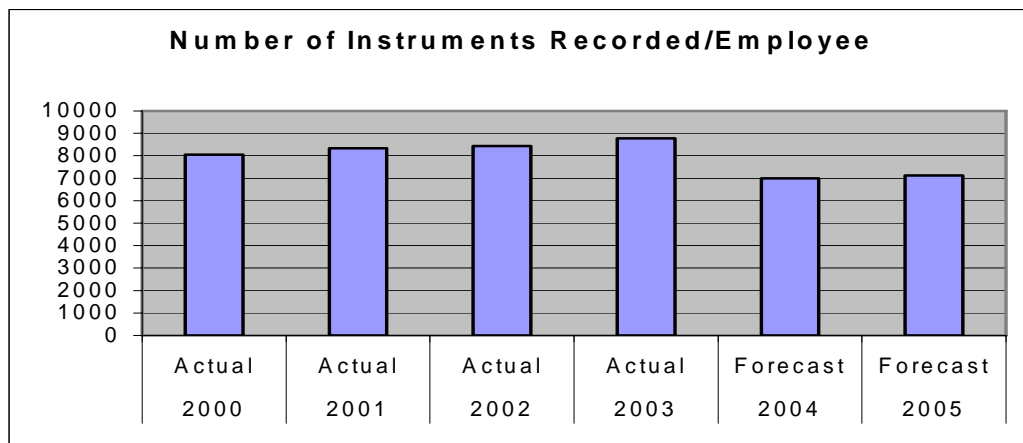
- Record and store documents that need to be recorded in the public record.
- Assist customers researching the public record.
- Collect documentary and intangible stamp tax due the Florida Department of Revenue.
- Maintain a daily register of recorded documents and maintain an index to the Official Records.

Performance Measures:

Workload/Demand:

	2000	2001	2002	2003	2004	2005
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Forecast</u>	<u>Forecast</u>
Number of instruments recorded	157,000	178,599	193,441	218,820	211,095	215,000

Efficiency:



Recording

<i>Appropriation Unit</i>	<i>FY 2003 Actual</i>	<i>FY 2004 Budget</i>	<i>FY 2004 Amended</i>	<i>FY 2004 Forecast</i>	<i>FY 2005 Current</i>	<i>Expanded Service</i>	<i>FY 2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	1,075,722	1,441,600	1,342,347	1,302,784	1,477,500	-	1,477,500	135,153	10.07%
Operating Expenses	279,123	195,800	207,909	202,073	186,400	-	186,400	(21,509)	-10.35%
Capital Expenses	17,871	106,400	84,064	77,273	20,000	-	20,000	(64,064)	-76.21%
Total Appropriations	1,372,716	1,743,800	1,634,320	1,582,130	1,683,900	-	1,683,900	49,580	3.03%
Permanent Positions	24.95	30.19	30.19	30.19	30.19	-	30.19	-	0.00%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current spending patterns, total expenditures are forecast to be approximately \$52,190, or 3.19 percent below the prior cycle amended budget. This is primarily due to the department implementing an imaging solution, which reduced the operating costs for the year. Personal services, capital outlay and operating expenses are forecast to be approximately \$39,563, \$6,791, and \$5,926, respectively, less than the amended budget.

Current FY 2005:

The cost for current services increased by \$49,580 or 3.03 percent when compared to the prior cycle amended budget. Personal services increased \$135,153 and recognizes planned cost of living increases and health care and pension costs. Operating expenses and capital outlay decreased by \$21,509 and \$64,064, respectively. This recognizes the successful implementation of the prior cycle imaging project.

Expanded FY 2005:

There are no expanded positions programmed requested in this years budget

Major Accomplishments Fiscal-Year 2004:

Implemented a fully integrated imaging system which allow users to view actual documents on-line. It is expected in the outer years this will decrease the operating expenses of the department.

Major Goals Fiscal-Year 2005:

- Implement all procedures necessary to ensure public confidentiality as prescribed in the recently revised Florida Statutes, Chapters 28 and 119.
- Introduce certain enhancements to the imaging system.

Management Information Systems

Goals:

To provide data processing software, hardware and administrative support to the Board of County Commissioners and its staff, the Clerk of the Circuit Court, the Supervisor of Elections and the Judiciary.

Key Objectives:

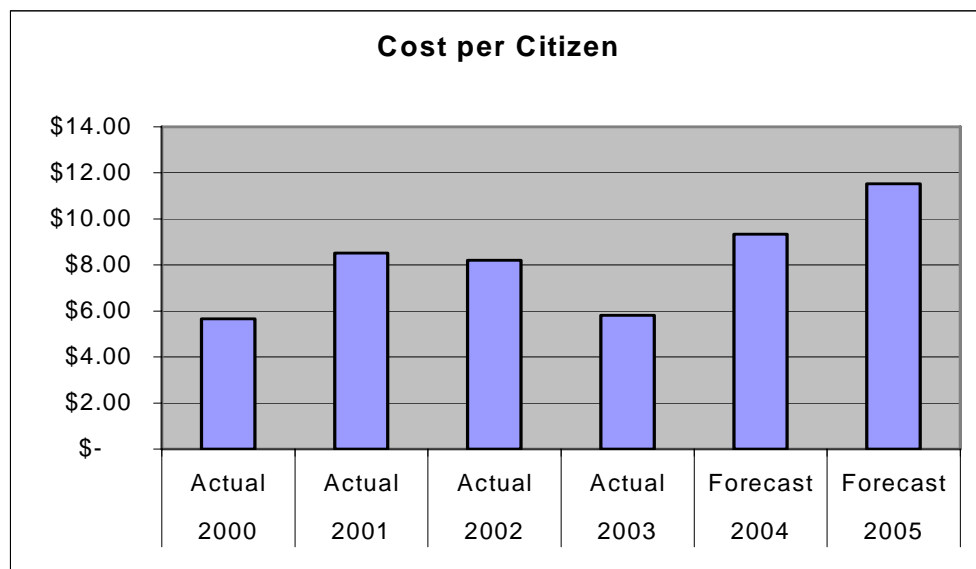
- Provide the technology requirements necessary to support current and future information needs.
- Provide high quality services and support for Clerk's Office personnel, as well as Collier County departments and outside groups/agencies that rely of Clerk's data.

Performance Measures:

Workload/Demand

	2000 <u>Actual</u>	2001 <u>Actual</u>	2002 <u>Actual</u>	2003 <u>Actual</u>	2004 <u>Forecast</u>	2005 <u>Forecast</u>
Authorized Users Alpha	1,580	1,200	1,199	1,211	978	900
Authorized Users NT			248	275	297	310
Disk space used	53GB	55GB	63GB	69GB	80GB	80GB
NT Servers	45.6GB	55GB	107.75GB	161GB	1.5TB	3TB
CPU hours per month	106	150	20	20	14	6
Software development hours	15,002	18,720	19,760	20,236	25,176	27,600
PC's and LAN Connections	148	220	246	275	300	320

Efficiency:



Management Information Systems

<i>Appropriation Unit</i>	<i>FY 2003 Actual</i>	<i>FY 2004 Budget</i>	<i>FY 2004 Amended</i>	<i>FY 2004 Forecast</i>	<i>FY 2005 Current</i>	<i>Expanded Service</i>	<i>FY 2005 Total</i>	<i>Increase/ (Decrease)</i>	<i>Percent Change</i>
Personal Services	1,620,141	1,889,500	1,886,639	1,880,074	2,078,700	63,500	2,142,200	255,561	13.55%
Operating Expenses	19,231	947,200	761,671	583,758	1,121,100	600	1,121,700	360,029	47.27%
Capital Expenses	44,400	503,500	453,631	365,546	387,000	8,800	395,800	(57,831)	-12.75%
Total Appropriations	1,683,772	3,340,200	3,101,941	2,829,378	3,586,800	72,900	3,659,700	557,759	17.98%
Permanent Positions	26.00	26.00	26.00	27.00	27.00	1.00	28.00	2.00	7.69%

BUDGET HIGHLIGHTS:

Forecast FY 2004:

Based on historical trends and current spending patterns, total expenditures are forecasted to be approximately \$272,563, or 8.79 percent, less than the amended budget. This is primarily due to aggressively negotiating maintenance contracts.

Forecast FY 2005:

The cost of current services is forecast to increase \$484,859 or 15.63 percent when compared to prior cycle amended budget. This increase is attributable to two factors: personal services increased by \$192,061 and is reflective planned cost of living increases and the increases being felt in both costs for health care and pension costs and the additional costs of implementing a fully integrated court information system which is forecast to be approximately \$359,429.

Expanded FY 2005:

There is one Systems Analyst programmed in the FY 2005 budget at a cost of \$72,900.

Major Accomplishments Fiscal-Year 2004:

- Provided support for numerous projects including the implementation of SAP and the imaging solution in the Recording Department.
- Placed certain information on the Internet including Civil Foreclosure, Tax Deeds, and Purchasing request.
- Began the migration to Server 2000 environment.
- Replaced existing e-mail server.

Major Goals Fiscal-Year 2005:

- Implementation of an Imaging System for Finance and Accounting along with Domestic Violence.
- Provide continuing support after Go-Live of the new financial management system and the imaging solution.
- Provide more information to the citizens of Collier County via the Internet.
- Implement a fully integrated court information system.

Special Revenue Funds - Public Records Modernization

Goals:

To provide equipment, training, and support to the Clerk's Office and others who use the public records of Collier County so that they can have convenient access to the information needed to conduct their business.

Key Objectives:

- The Public Records Modernization Fund provides funding to the Clerk of Courts to purchase new or upgraded equipment to enhance productivity or improve the level of services provided by the Clerk's Office.
- The Fund was established pursuant to Chapter 28.24, Florida Statutes. This statute requires that an additional service charge be paid to the Clerk for deposit into the Fund for each instrument recorded in the official records with \$1 for the first page and \$.50 for each additional page. These funds can only be used for equipment, training, and associated services as provided by the statute.

Major Accomplishments Fiscal-Year 2004:

- Made on-going progress in providing optical imaging throughout the Clerk's Office. Completed the Recording Department and initiated the imaging project in the Domestic Violence Unit.
- Began the process of rewriting the Courts Information System. When completed will allow improved access and reporting.
- Completed the process of installing a Windows-based financial management solution. This project includes not only the Clerk of the Circuit Court, but also the Board of County Commissioners and the Supervisor of Elections. An SAP solution was selected and will improve access, workflow, and reporting when fully implemented.
- Provided continual training to members of the Data Processing staff. Training included Microsoft Certification and data base administration training.

Major Goals Fiscal-Year 2005:

- Complete the installation/purchase of the imaging project in the Domestic Violence Unit and Finance and Accounting.
- Complete the rewrite and implementation of the Courts Information System.
- Complete the installation of the SAP Financial Management package related to the Clerk of the Circuit Court.
- Ensure that all data processing staff are properly trained and certified.

Special Revenues – Courts Information Technology

Goals:

To provide personnel, equipment, training, and support to the information technology needs of the court system to ensure an effective means of maintaining court data.

Key Objectives:

- The Courts Information Technology Fund provides funding to the Clerk of Courts to provide information technology services to the court system. This includes personal services, operating expenses and to purchase new or upgraded equipment to enhance productivity or improve the level of services provided by the Clerk's Office.
- The Fund was established pursuant to Chapter 28.24, Florida Statutes and became effective June 1st of 2004. This statute requires that an additional \$1.90 service charge be paid to the Clerk for deposit into the Fund for each instrument recorded in the official records. The use of these funds are limited by statute and can only be used for information services related to the court system.

Major Accomplishments Fiscal-Year 2004:

- Successfully implemented the provisions of the aforementioned statute related to the collection and use of the additional service charge.
- Began the process of rewriting the Courts Information System. When completed will allow improved access and reporting.
- Provided continual training to members of the Data Processing staff. Training included Microsoft Certification and data base administration training.

Major Goals Fiscal-Year 2005:

- Complete the installation/purchase of the imaging project in the Domestic Violence Unit.
- Complete the rewrite and implementation of the Courts Information System.
- Ensure that all data processing staff are properly trained and certified.

